

Chairperson: Supervisor Paul M. Cesarz, 278-4267

Committee Clerk: Jodi Mapp, 278-4073

Research Analyst: Rick Ceschin, 278-5003

COMMITTEE ON PERSONNEL

Friday, July 18, 2008 -- 9:00 a.m.

Milwaukee County Courthouse, Room 201-B

MINUTES

PRESENT: Supervisors Larson, Borkowski, De Bruin Weishan and Cesarz (Chair)

EXCUSED: Supervisors Dimitrijevic and Thomas

SCHEDULED ITEMS:

1. 08-15(a) From Director of Human Resources relative to requests to the Civil Service Commission regarding determination of whether a position will be in the "classified" or "unclassified" service.
(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)

The Committee took no action regarding this informational report.

2. 08-22(a) From Director of Human Resources relative to reclassification of existing positions, reallocations of non-represented positions, advancements within the pay range and all revisions to Executive Compensation Positions (ECP). **(Recommendations to be implemented unless Supervisor(s) object.)**

APPEARANCE:

Dennis John, Chief Information Officer, IMSD-DAS

00:22 Supervisor Weishan raised questions regarding the two IMSD positions contained within the Reclassification portion of the report.

01:20 In an effort to avoid layover, Mr. John provided the Committee with additional information regarding the restructuring initiative being implemented within the Division of IMSD that began the first of the year. It is an attempt to realign the Division by pooling resources so the Division is more readily available to all departments within the County. The restructuring should allow for more flexibility.

Questions and comments ensued.

SCHEDULED ITEMS:

ACTION BY: *(Weishan) Lay over the two IMSD positions contained within the Reclassification section of the report to the September cycle pending further information. 5-0*

AYES: Larson, Borkowski, De Bruin, Weishan,
and Cesarz (Chair) - 5

NOES: 0

All remaining items contained in the Reclassification section and all remaining sections contained within the July report will be implemented.

3. 08-23(a) From Director of Human Resources relative to appointments at an advanced step of the pay range. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

The Committee took no action regarding this informational report.

4. 08-24(a) From Director of Human Resources relative to dual employment, temporary assignments to a higher classification, temporary appointments and emergency appointments. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCE:

Dr. Karen Jackson, Director, Human Resources

Questions were posed by members of the Committee.

The Committee took no action regarding this informational report.

5. 08-25(a) From County Board Staff relative to reclassification of existing positions, reallocations of non-represented positions, advancements within the pay range and all revisions to Executive Compensation Positions (ECP) positions in the Division of Human Resources. **(Recommendations to be implemented unless Supervisor(s) object.)**

The Committee took no action regarding this item.

6. 06-88(a) An adopted resolution directing the Director of Human Resources to submit a progress report on the implementation of the Ceridian payroll/personnel system as reported by the Implementation Oversight Committee. **(Also to the Committee on Finance and Audit.) (REPORTS FROM DAS AND DHR – INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

SCHEDULED ITEMS:

APPEARANCES:

Dr. Karen Jackson, Director, Human Resources

Dennis John, Chief Information Officer, IMSD-DAS

Mary Reddin, Deputy Chief Information Officer, IMSD-DAS

00:48 Dr. Jackson indicated that the report that was before the Committee focused primarily on the Ceridian Recruiting System (CRS). July 1, 2008, kicked off the CRS component of the Ceridian project. Human Resources has already begun to see a difference in that people are no longer coming into the office in great numbers. This has been tracked through the online application process. Dr. Jackson concluded by stating that parallel testing is finished, and this component of the project is off to a successful start.

01:40 Mr. John stated with the entire Ceridian project, they continue to identify items that are considered issues. CRS was the last of the five modules to be implemented from the Ceridian package. Ceridian is now a fully implemented package. The project team is now in the issue resolution and modification enhancement mode for the Ceridian project. There are approximately a dozen items on the issue list that are outstanding. In most cases, there are dates on those issues as to when full resolution or enhancements are expected to take place. Mr. John indicated as things come up, they are added to the list, and they will continue to work on enhancements that will help the County realize additional efficiencies through the Ceridian product.

Questions and comments ensued.

The Committee took no action regarding this informational report.

The Committee may adjourn into closed session under the provisions of Wisconsin Statutes, Sections 19.85(1)(g) for the purpose of the Committee receiving oral or written advice from legal counsel concerning strategy to be adopted with respect to pending or possible litigation with regard to the following matter(s):

The Committee did not go into closed session.

7. 08-278 From the Director, Employee Benefits Division, requesting authorization to execute a three-year contract for administration of Milwaukee County's medical plan coverage. **(Also to the Committee on Finance and Audit.)**

APPEARANCES:

David Arena, Director, Employee Benefits Division

Matthew Hanchek, Fiscal Benefits Manager, Employee Benefits

SCHEDULED ITEMS:

00:43 Mr. Arena stated there were network disruptions both last year and this year due to problems between Aurora and the current administrator, Wisconsin Physician Services (WPS). Based on those disruptions and the fact that Aurora providers will not be able to be accessed through WPS in 2009, Mr. Arena sought and retained the ability to terminate the agreement with WPS for 2009. He was then directed by the Board to seek out new claims administrators for both the medical and prescription drug plans. In cooperation and support from the Cambridge Advisory Group, a request for proposals (RFP) was put out for a third party administrator (TPA) to execute these functions. The search was for effective administration in claims, data, and administrative support, as well as the other services that are TPA provided.

Mr. Arena went on to state the criteria used for evaluation included financial evaluation, network access, performance guarantees, member services, client services, and other support services. Five responses to the RFP were received and reviewed independently by both Cambridge and the County. A finalist list was determined that included WPS, United Health Care, Humana, and Anthem. A review panel was assembled and heard finalist presentations. Disadvantaged Business Enterprises (DBE) requirements were explained to the finalists. All the finalists reported back based on the dollar volume of business that they supply to DBE entities. They all qualified; however, not all of the DBEs are registered with the County as qualified DBEs. Presentations were scored and the finalists ranked.

Mr. Arena indicated United Health Care was the clear leader. They offered the deepest discounts, their administrative fees were the lowest, they had, by far, the broadest network, and had the best performance guarantees in their contract. Within their reply, they also offered an identical very broad network to cover both the PPO and HMO options, which is going to be a plus because much of the customer service issues in the County are based on a provider not being in the network. Therefore, out of network providers don't allow the County to access the different types of discounts. In addition, there are extra fees then associated with those services. If approval is given to proceed with the bid from United Health Care, costs are projected to be approximately 11 million less for the County in 2009. This is a three-year contract, so the savings would be recouped over the next three years.

Questions and comments ensued.

Chairman Cesarz requested that Mr. Arena submit a new fiscal note

SCHEDULED ITEMS:

that reflects the full term of the contract.

ACTION BY: (Larson) AMEND the resolution by modifying Line 36 striking the words “now, therefore” and replace with the word “; and”, adding the following WHEREAS clauses beginning on Line 38:

“WHEREAS, the Employee Health Care Work Group, an administrative work group consisting of staff from Corporation Counsel, Audit, Labor Relations, Administrative Services, Human Resources, Employee Benefits and the County Board, convened on July 11, 2008 and reviewed the recommendations of the RFP review panel and Cambridge Advisory Group; and WHEREAS, the Employee Health Care Work Group was created as an ad hoc committee by the Committee on Finance and Audit in 2006 to review and comment on employee benefit matters and has been active when required since; and

WHEREAS, under adopted County Board policy (File No. 89-935), the Employee Benefit and Insurance Subcommittee, consisting of four administrators and one elected official, would need to meet prior to the execution of this contract and publicly vote on this policy matter; and

WHEREAS, Corporation Counsel, a member of the Employee Insurance and Benefits Subcommittee has raised questions on requiring administrative staff to make public votes on policy matters; now, therefore,” and adding the following BE IT FURTHER RESOLVED clause beginning on Line 43:

“BE IT FURTHER RESOLVED, that the Employee Insurance and Benefits Subcommittee is dissolved and the Employee Health Care Work Group, consisting of department directors and/or designated staff from Employee Benefits, Human Resources, Administrative Services, Labor Relations, Corporation Counsel, Audit and the County Board, is hereby created and charged with reviewing, advising and making recommendations on all proposed employee health benefit contracts or plan changes, and any other appropriate matter as referred by the County Board.” 5-0

AYES: Larson, Borkowski, De Bruin, Weishan, and Cesarz (Chair) - 5

NOES: 0

SCHEDULED ITEMS:

ACTION BY: (De Bruin) Approve as AMENDED. 5-0

AYES: Larson, Borkowski, De Bruin, Weishan, and
Cesarz (Chair) - 5

NOES: 0

8. 08-279 From the Director, Employee Benefits Division, requesting authorization to execute a three-year contract for administration of Milwaukee County's prescription drug coverage. **(Also to the Committee on Finance and Audit.)**

APPEARANCE:

David Arena, Director, Employee Benefits Division

00:25 Mr. Arena stated this contract goes hand in hand with the medical recommendation. Because WPS is being replaced as the County's medical provider, the prescription drug pharmacy benefit manager will need to be replaced along with it. Currently, the incumbent is Medco Health Services through a subcontract with WPS. It is felt that it would be in the County's best interest financially to split that contract out and have it as a freestanding contract. With the help of the Cambridge Advisory Group, a request for proposals (RFP) was put out for a prescription drug pharmacy benefit manager. The search was for effective administration in retail pharmacy claims management, mail order pharmacy claims management, clinical services, and specialty pharmacy services. The evaluation criteria were similar to the medical, and three pharmacy benefit managers were identified as finalists. They are Medco Health Solutions, Navitus, and WPS (with outsourced management to Medco).

Mr. Arena indicated according to the review panel, Medco ranked as the strongest candidate. The chief advantage of using Medco is that they are one of the largest companies in the nation. This enables them to get the best discounts from the pharmaceutical manufacturers. If approval is given to proceed with the Medco contract, the projected bottom line impact to the County is an approximate 2 million dollar annual savings.

Chairman Cesarz requested that Mr. Arena submit a new fiscal note that reflects the full term of the contract.

ACTION BY: (De Bruin) Approve. 5-0

AYES: Larson, Borkowski, De Bruin, Weishan, and
Cesarz (Chair) - 5

NOES: 0

SCHEDULED ITEMS:

9. 08-P-03 From the Directors, Department of Administrative Services and the Division of Employee Benefits submitting a status report regarding the V3 Pension Management Information System. **(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

David Arena, Director, Employee Benefits Division
Sushil Pillai, Ceridian Implementation Program Manager (SysLogic)

- 01:05 Mr. Pillai indicated the project is progressing very well. As previously mentioned, this part of the project is made up of two components, pension and life and health. The pension component is pretty close to being wrapped up. The final stages of testing are being completed and are progressing well. Testing will continue to make sure the product released is good. The life and health component has also made significant progress. The discovery phase should be wrapped up either by the end of this month or early next month at the latest. Once discovery is complete, testing can begin. The plans are complete, and being managed by both the County's team as well as Vitech. The project is on track to go live in January. Mr. Pillai stated an area that is very critical and will be monitored closely is the integration of both components. He added the budget for the project has not changed.

Questions and comments ensued.

The Committee took no action regarding this informational report.

10. 08-283 From the Superintendent, House of Correction, requesting authorization to enter into a contract with Dr. Florence L. Johnson & Associates in an amount not to exceed \$56,500 to provide training at the House of Correction. **(Also to the Committees on Finance and Audit and Judiciary, Safety & General Services.)**

APPEARANCES:

Jeff Mayer, Assistant Superintendent, HOC
Willie Brisco, Assistant Superintendent, HOC

- 00:55 Mr. Brisco stated traditionally, corrections have been more of a tactical training unit. They learned over the past few years that they are spending 90% of their training on tactical and defensive measures when almost 95% of their job is communication. They also discovered that during the tactical training, they lost a lot of officers due to injury and not being physically able to perform the functions. Going along with the direct supervision and interpersonal communications models, a decision was made to revamp the training

SCHEDULED ITEMS:

provided to officers. A committee was formed to study current and future training habits. A new approach to training was taken and communications was added to in-service and new orientation. The committee also determined there was a need for ethics training, interpersonal communication training, and training in direct supervision. The audit came out shortly thereafter, which reinforced some of the needs that were already identified and in the process of being addressed.

Dr. Johnson and Associates was interviewed, and a plan was derived for her to provide this training. She was provided with a copy of the audit in an effort to have her tailor the plan to the specific needs that had been identified in the audit. She was originally contacted to provide this training for the new employees. However, when the audit came out, it was determined that it would also be beneficial to receive supervisory training, which the audit indicated was lacking. Administration sat in on a new officers orientation session and was very pleased with what they saw and also the fact that tracking and retention components were added.

Questions and comments ensued.

ACTION BY: (De Bruin) Approve. 5-0

AYES: Larson, Borkowski, De Bruin, Weishan, and
Cesarz (Chair) - 5

NOES: 0

11. 07-368(a) An adopted Resolution by Supervisors Borkowski, De Bruin, Cesarz, Quindel, Schmitt, Johnson and Rice authorizing and directing the Director, Department of Administrative Services – Division of Human Resources, and the Superintendent, House of Correction, to prepare and submit a supplemental action plan for enhanced recruitment, retention, and respite efforts for public safety positions at the House of Correction. **(Also to the Committees on Judiciary, Safety, and General Services and Finance and Audit.) (Reports from HOC and DHR. 03/14/08: Monthly status reports due on the implementation of Audit recommendations.) (INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)**

APPEARANCES:

Jeff Mayer, Assistant Superintendent, HOC
Willie Brisco, Assistant Superintendent, HOC
Jerry Heer, Director of Audits

SCHEDULED ITEMS:

00:58 Mr. Mayer stated they continue the enhanced recruitment effort. A class for new officers is scheduled to begin July 28, 2008. In addition, backgrounds on potential candidates were completed and letters were sent out in the mail. This was done in anticipation of starting another class in August. Mr. Mayer discussed the reduction of mandatory overtime and retention efforts. A retention committee is being formed which will have the charge of evaluating job satisfaction. The committee will look at incentive programs, training, and promotional opportunities. They are also looking at what other states' departments of corrections are doing regarding retention. Mr. Mayer emphasized that retention remains a priority.

02:40 Mr. Brisco stated the plan is to get all the frontline supervisors involved in the retention. A program has also been developed that involves corrections managers and lieutenants doing exit interviews and a study of field training officers. A monthly report will be done and submitted to House of Correction Administration. Corrections managers will also do a study of post assignments, which is another retention issue. That study should be completed and submitted to Administration some time this week. Every facet of management is now involved and looking at all avenues as far as how to recruit and retain officers.

Questions and comments ensued.

01:06 Mr. Heer stated that the focus of the report submitted is clarifying the steps that would need to be taken in terms of filling positions, addressing personnel procedures, and retaining positions in order to keep everything on track and moving in the right direction.

Questions and comments continued.

The Committee took no action regarding this informational report.

RECOMMENDATIONS RELATIVE TO CLASSIFICATION AND RATES OF PAY FOR CREATION OF POSITIONS IF RECOMMENDED BY THE FINANCE COMMITTEE:

12. 08-258 From the Director, Department on Aging, requesting authorization to create three Health Care Plan Specialist positions in the Care Management Organization (CMO) Division. **(Also to the Committee on Finance and Audit, Department of Administrative Services, and Division of Human Resources.)**

APPEARANCE:

Maria Ledger, Assistant Manager, CMO, Department on Aging

SCHEDULED ITEMS:

01:06 Ms. Ledger stated the request is for the creation of three Health Care Plan Specialist positions. Two of those positions will be functioning in the fiscal area of the CMO, and the other one will be functioning in the area of enrollment and eligibility.

ACTION BY: (Borkowski) Approve. 5-0

AYES: Larson, Borkowski, De Bruin, Weishan, and
Cesarz (Chair) - 5

NOES: 0

13. 08-261 From the Director, Department on Aging, requesting authorization to create one Accountant 3 position in the Care Management Organization Division. **(Also to the Committee on Finance and Audit, Department of Administrative Services, and Division of Human Resources.)**

APPEARANCE:

Maria Ledger, Assistant Manager, CMO, Department on Aging

Questions and comments ensued.

02:22 **ACTION BY: (De Bruin) Approve. 5-0**

AYES: Larson, Borkowski, De Bruin, Weishan, and
Cesarz (Chair) - 5

NOES: 0

COLLECTIVE BARGAINING (CAUCUS) (CLOSED SESSION):

The Committee may adjourn into closed session under the provisions of Wisconsin Statutes, Sections 19.85(1)(c), (g) for the purpose of discussing the following matter(s):

14. 08-P-01 Deliberation, negotiation or re-negotiation of collective bargaining agreements.

ACTION BY: (Larson) Adjourn into closed session under the provisions of Wisconsin Statutes, Section 19.85(1)(c), (e), (g), for the purpose of discussing Item # 14 above. At the conclusion of the closed session, the Committee may reconvene in open session to take whatever action(s) it may deem necessary on the aforesaid item. 5-0

AYES: Larson, Borkowski, De Bruin, Weishan,
and Cesarz (Chair) - 5

NOES: 0

The Committee convened into closed session at approximately 11:35 a.m. The Committee did not reconvene back into open session.

SCHEDULED ITEMS:

STAFF PRESENT:

Dennis John, Chief Information Officer, IMSD-DAS
Dr. Karen Jackson, Director, Human Resources, DAS
Mary Reddin, Deputy Chief Information Officer, IMSD-DAS
David Arena, Director, Employee Benefits Division
Matthew Hanchek, Fiscal Benefits Manager, Employee Benefits Division
Jeff Mayer, Assistant Superintendent, HOC
Willie Brisco, Assistant Superintendent, HOC
Jerry Heer, Director of Audits
Maria Ledger, Assistant Manager, CMO, Department on Aging
Greg Gracz, Director, Labor Relations
Rick Ceschin, Research Analyst, County Board

This meeting was recorded. Committee files contain copies of the subject reports, communications, resolutions, and ordinances, which may be reviewed upon request to the Chief Committee Clerk. The official copy of these minutes, along with the audio recording of this meeting, is available in the County Board Committee Services Division.

Length of meeting: 9:05 a.m. to 11:55 a.m.

Adjourned,

Jodi Mapp

Committee Clerk
Committee on Personnel